



THE CITY OF  
SACRAMENTO  
Department of Utilities  
IS SEEKING A NEW  
FIELD SERVICES  
DIVISION MANAGER



*Sacramento*

## A UNIQUE OPPORTUNITY

The City of Sacramento is seeking a collaborative, conscientious and customer-service oriented leader to become the new Field Services Division Manager. Reporting to the Director of Utilities, the new Field Services Manager will oversee a division responsible for servicing the city's residents and businesses with safe, reliable, and environmentally sensitive water distribution, sewer and drainage collection, and flood control. The new Manager must be an excellent communicator, logical thinker, visionary and motivator who can provide leadership for a division of 217 full-time employees.

## THE SACRAMENTO AREA

Sacramento's modern history began in 1839 when John Sutter settled at the confluence of the American and Sacramento Rivers. In 1848 – EUREKA! – Gold was discovered just thirty miles east of Sacramento. The discovery of gold led to the largest human migration in history. California became a state in 1850 and Sacramento its capital four years later. The area remains one of the fastest growing regions in the country.

Sacramento County has a population of 1.3 million, with 437,000 residing within the Sacramento city limits. Approximately 620,000 Sacramento County residents live within the unincorporated areas of the county, making it second in size (among California counties) to only the unincorporated area of Los Angeles County.

Many factors contribute to the economic success of the region. A principal reason that Sacramento has retained its attractiveness is that it offers some of the lowest housing prices of major cities in the state. Many new residents have relocated from the San Francisco Bay Area and Southern California to take advantage of Sacramento's employment opportunities, low housing prices, reasonable cost of living, and competitive salaries. The current median home price in the area is \$240,000.

In addition, the Sacramento region also offers amenities that are attractive to those with an active lifestyle. The Sierra Nevada Mountains, Lake Tahoe, Napa Valley and the Bay Area are just a short drive from Sacramento and offer an unlimited range of leisure opportunities. Educational opportunities are plentiful, with the Sacramento region being home to California State University - Sacramento; University of California at Davis; Sacramento City College and other community and four-year college programs.



*Sutter's Fort, Music Circus, Sacramento Convention Center, Golden State Museum and the State Capitol building are other attractions located in the region.*

## DEPARTMENT OF UTILITIES & FIELD SERVICES DIVISION

The Department of Utilities is responsible for providing and maintaining water, sewer collection, storm drainage and flood control services for residents and businesses in the City of Sacramento. In addition, the Department of Utilities promotes water quality protection and water conservation through various citywide programs and operates a 24-hour City Operator help-line. The Department of Utilities is comprised of four divisions: Plant Services; Engineering Services; Field Services; and Business Services. The Department services nearly 126,000 customer accounts, maintains over 1,400 miles of water pipeline, 725 miles of sewer pipeline, and 946 miles of storm drainage. There are over 25,000 hydrants and 27,500 storm drainage inlets in the city. The Department has an Operating and Maintenance budget of \$56.9 million with 480 full-time employees.

The Field Services Division is comprised of three major sections: Water Distribution, Sewer Collection and Maintenance, and Drainage

### DEPARTMENT OF UTILITIES MISSION

*...Providing safe, reliable and environmentally-sensitive water, drainage, sewer and flood control services to its customers.*

Sacramento boasts the very exciting *Sacramento Kings* NBA basketball team, the *Sacramento Monarchs* of the WNBA, the Pacific Coast League champion *Sacramento River Cats* baseball team, the annual world-class *Dixieland Jazz Festival*, and many other recreational, entertainment and cultural activities. Historic *Old Sacramento*, and the *State Railroad Museum*, *Crocker Art Museum*, *Governor's Mansion*, *Sacramento Zoo*,

Collection and Maintenance. The Field Services Division has a staff of 217 full-time employees and a \$17 million budget.



## CHALLENGES AND PRIORITIES

Department of Utilities leaders have identified the following opportunities that will require the expertise, energy and commitment of the new Field Services Division Manager:

**Asset Management** - Decisions will need to be made based on the aging infrastructure of the city's water and sewer system. Improvements and rehabilitation of the existing system remain a top priority. Growth of the region places a premium on strategic planning with regard to:

- Management of larger work force
- Regulatory issues and concerns
- Need for larger staff and fleet due to the city's growth
- Work shift adjustments
- Continued efficiency in maintenance and rehabilitation while facing cost/funding issues

**Department Expansion** - To keep up with the growing demands for services, the Utilities Department has established a new corporation yard in the booming North Natomas area of the city. The new Manager must address current staffing needs and appropriations.

**Certification** - By mandate of the State of California, Department of Utilities water distribution operators must become certified.

**Fleet Management** - Due to a change in the fee structure for the Field Services Division fleet, recent costs have exceeded planned expenditures.

**New Offices** - A new, 33,000 square feet administrative office building for the Field Services Division is under construction, scheduled for completion in 2004.

**Agency Interaction** - Regular interface with Sacramento County, other water districts and numerous regulatory agencies. It is expected that the State will soon mandate a water metering program for all residences and businesses, resulting in a \$200 million, 20-year program.

## THE IDEAL CANDIDATE

### Qualifications and Competencies

The Field Services Division Manager must be a highly skilled individual with extensive management and administrative skills, and have a solid understanding of the principles pertaining to the planning, design, construction, and maintenance of water, sewer, drainage, and flood control systems. Relevant experience working in the field is highly desirable. The Manager should have pertinent knowledge of state, federal, and local laws and regulations as they pertain to water and wastewater processes and environmental issues associated with water distribution, safety, and flood control. The Manager must be able to work effectively with both executive management and staff and also interface frequently with public officials, state/federal/local agencies, other public/private organizations, and the general public. Conceptual knowledge of information technology as it pertains to public utilities is essential. In the absence of the Director of Utilities, the Field

Services Division Manager will likely assume responsibility for the Department of Utilities on a rotating basis with other division managers. The ideal candidate is a strategic thinker capable of implementation through teamwork and collaboration.

### Experience and Education

Any combination of education and experience that provides the required knowledge and abilities is qualifying, which could include: A Bachelor's degree in engineering, construction management, business administration, public administration or other relevant field and substantial, progressively responsible experience (including responsible supervisory and administrative experience) in the construction, operation, and/or maintenance of flood control, drainage, sewage or water distribution systems. The Field Services Division Manager must maintain a valid California driver's license and insurability.

### Personal Attributes

In addition to the foregoing requirements, Department of Utilities leaders have identified the following additional abilities and skills that the ideal candidate will possess:

- Inclusive, team-building management style
- Strong interpersonal skills
- Excellent communication/presentation skills; good listener/approachable and adaptable to various "audiences"







## COMPENSATION

Salary: to \$103,490

A very competitive benefit program includes:

- Effective advocacy skills
  - Visionary with strategic orientation and ability to anticipate issues and problems
  - Commitment to customer service, both internal and external
  - The ability to make difficult decisions
  - Common sense, with decisions based on logic and reason
  - Understanding of pertinent regulatory agencies
  - Ability to deal with county, state and federal agencies
  - Politically astute/capable of effective lobbying in Washington DC
  - Experience in dealing with the city's human resources, labor relations and risk management policies and procedures
  - Knowledge of fleet management
  - Be able to handle disciplinary issues; excels in conflict resolution
  - Commitment to understanding the organizational culture and identifying areas of concern within the organization
  - Ability to establish credibility with subordinates while understanding the different personalities and skill levels of the staff
  - Track record of success in promoting measures designed to increase organization efficiency and effectiveness
  - Passion for customer service and ability to instill the same attitude in staff
- Public Employees Retirement System (PERS 2% @ 55). Management employees receive an additional seven percent of base pay to offset the cost of retirement contributions into PERS
  - Voluntary 457 deferred compensation plan
  - 401(a) money purchase plan (city contributes four percent if employee contributes five percent)
  - Flexible spending plan (medical and dependant care)
  - 12 – 14 paid holidays and 12 days of sick leave
  - Generous vacation allowance based on tenure
  - City contribution toward IRC Section 125 cafeteria health and welfare benefits, including medical, dental, life, and disability insurance
  - Employee assistance programs

## APPLICATION AND SELECTION PROCEDURE

To be considered for this challenging and rewarding career opportunity, please submit your resume, list of three work-related references and current salary by **Monday, December 1, 2003**. Resume should reflect years and months of positions held, as well as size of staff and budgets you have managed. Forward your materials to David Harris:

**SHANNON**  
EXECUTIVE SEARCH

A DIVISION OF  
**CPS** Human Resource Services  
FOR PUBLIC AGENCIES

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Website: [www.cps.ca.gov/shannon](http://www.cps.ca.gov/shannon)

Following the final filing date, resumes will be screened in relation to the criteria outlined in this brochure. Candidates deemed to have the most relevant background will be invited to participate in a preliminary screening interview with the consultants by mid-December. The city will then select semi-finalists to participate in city interviews in early January. An appointment is expected in mid January, after follow-up interviews with finalists and extensive reference/background checks to be coordinated with the candidates. For additional information about this opportunity please contact Stuart Satow or David Harris.

Visit the Department of Utilities website at:  
[www.cityofsacramento.org/utilities](http://www.cityofsacramento.org/utilities)

